

## ISDH HSP Linguistic Services Service Standard

### **HRSA Service Definition:**

Linguistic Services include the provision of oral interpretation and written translation services. They are provided by qualified linguistic service providers as a component of HIV service delivery when such services are necessary to facilitate communication between the provider and client and to support the delivery of RWSP-eligible services.

### *Program Guidance:*

These standards for *Linguistic Services* are designed to ensure that:

1. Language is not barrier to any client seeking HIV related medical care and support; and
2. Linguistic services are provided in a culturally appropriate manner.

### **Key Services Components and Activities:**

Key services components and activities are noted in the Service Standards below.

### **HSP Service Standards:**

Standard	Documentation
<b>1. Personnel Qualifications</b>	
1. Employees are appropriately trained, comply with the National Standards for Culturally and Linguistically Appropriate Services (CLAS) and, if applicable, hold relevant State or local certifications	<ol style="list-style-type: none"><li>1. Documentation of applicable licensures, certifications, registrations, or accreditations is available for review</li><li>2. Documentation of all relevant training is present in personnel files and available for review</li></ol>
<b>2. Eligibility Criteria</b>	
<ol style="list-style-type: none"><li>1. Subrecipients must have established criteria for the provision of linguistic services that includes, at minimum:<ol style="list-style-type: none"><li>a. Eligibility verification consistent with recipient requirements</li></ol></li></ol>	<ol style="list-style-type: none"><li>1. Non-medical case managers must maintain up to date eligibility records for clients according to agency protocol and in any data system required by ISDH.</li><li>2. Service providers and sub-recipients must maintain documentation of current eligibility if providing HIV services reimbursable under the RWHAP Part B Program.<ul style="list-style-type: none"><li>• Acceptable documentation includes a current eligibility approval letter dated within 6 months of service provision. These letters may be accessed from the client's Non-medical case management, and includes effective and end dates of eligibility and those services for which the client may enroll.</li></ul></li><li>3. Documentation must be made available for review by ISDH upon request.</li></ol>
<b>3. Service Delivery</b>	

<ol style="list-style-type: none"> <li>1. Subrecipient should have a written policy in place for the service delivery of linguistic services that includes at minimum:               <ol style="list-style-type: none"> <li>a. That subrecipient will respond to requests for services in a timely manner</li> <li>b. That linguistic services will be provided in a manner that is sensitive to the culture of the client.</li> <li>c. That subrecipient will have the ability to provide (or make arrangements for the provision of) translations services regardless of the language of the client seeking assistance</li> </ol> </li> <li>2. Subrecipient will document all language services provided to clients</li> </ol>	<ol style="list-style-type: none"> <li>1. Written documentation of policy</li> <li>2. Services provided should be documented in client file</li> </ol>
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**Subservices:**

- Linguistic services

**Service Unit Definition:**

- Unit = 1 visit